

## Frequently Asked Questions

**Question:** What is the advantage of the **EasyPay** Direct Debit Program?

**Answer:** By signing up for **EasyPay** your bill will be paid on time. No more delinquent fees because you are on vacation or have a very busy schedule and have forgotten to make out a check and send it. You will save on postage and checks or there will be no need to come in to City Hall every two months to make sure the payment is on time

**Question:** How long does it take to get **EasyPay** started?

**Answer:** Allow 6-8 weeks after we receive the Enrollment Form. Please continue to pay your bill until it states that you are enrolled in **EasyPay**.

**Question:** With **EasyPay** how will my bill be paid?

**Answer:** You will receive your bi-monthly bill as usual. Twenty days after the issue date of your bill, Monterey Park will notify your bank of the amount due. The bank will automatically deduct that amount from your account.

**Question:** Is there a charge for this service?

**Answer:** No. There is no charge for this service.

## Enrollment is Simple!

All you need to do is fill out and sign the attached Enrollment Form. Send it along with a voided blank check from the bank account you wish to pay. Simply return this with your payment check and bill stub for this month. You may also drop off the Enrollment Form and a voided blank check at the City Hall Cashier Counter or mail to us at any time to the address below.

### Location/Mailing Address:

City of Monterey Park  
Attn: Cashier  
320 West Newmark Avenue  
Monterey Park, CA 91754-2896



## City of Monterey Park Utility Billing (Water & Trash)

**Introducing a new way to pay  
your Water Utility bill.....**



## What is EasyPay?

City of Monterey Park is offering a new service, **EasyPay**.

**EasyPay** is a “Direct Debit” program that works with your bank for a quick and simple way to pay your utility bill.

**EasyPay** allows you to pay your bill without checks, stamps or trips to your bank, City or Post Office.

**Question:** Who is eligible for **EasyPay**?

**Answer:** **EasyPay** is open to all residential and business customers billed by the City of Monterey Park.

**Question:** How can I be sure my bills have been paid?

**Answer:** Each **EasyPay** payment will be clearly identified on the account statement that you receive from your bank, credit union or financial institution each month; and each subsequent Utility Bill will reflect any payments received.

**Question:** What if I want to contest the amount of my bill?

**Answer:** Your right to dispute your bill is in no way affected by the **EasyPay** plan. To avoid automatic debit, call us at (626) 307-1342 within 15 days from your bill issue date.

**Question:** What if I want to cancel **EasyPay** or have other questions?

**Answer:** Simply call (626) 307-1342 for more information or to stop this service.

**Question:** What happens in the event of a rejected payment?

**Answer:** Your financial institution because of insufficient funds, closed/ unauthorized accounts or other reasons may reject payments. Check with your financial institution for possible fees it may impose. If your payment is rejected, the City of Monterey Park will bill you direct and a delinquent fee will be added to your bill.

## Application & EasyPay Direct

1. Complete and sign this **EasyPay** Direct Debit Program application/authorization.
2. Return your completed application along with a voided check from the financial institution account you wish to have debited in the enclosed envelope, along with your check and payment stub for this month's utility bill.
3. If the checking account is a joint account, please include the name and signature of both parties.

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**PRINT NAME (must match name on check)**

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**SIGNATURE (must match name on check)**

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**PRINT NAME (must match name on check)**

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**SIGNATURE**

I/we hereby authorize the City of Monterey Park and the financial institution indicated to deduct from my/our checking account payment for my/our utility bill. I/we understand that both Monterey Park and my/our financial institution reserve the right to terminate this authorization and my/our participation therein. If I/we choose to terminate this authorization, I/we will immediately notify Monterey Park.

## Authorization Debit Agreement



### Water/Trash Utility Information

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**NAME** (please print full name as it appears on the bill)

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**SERVICE ADDRESS**

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**Daytime/Home Phone**

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**WATER/TRASH ACCOUNT NUMBER**

**Financial Institution**  
(Attach Voided Blank Check)

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**Checking Account Financial Institution**

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**ROUTING NUMBER Plus**  
**CHECKING ACCOUNT NUMBER**  
(All The Numbers On The Bottom Of Your Check)